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(54) Title: INTEGRATED BUSINESS SYSTEM FOR WEB BASED TELECOMMUNICATIONS MANAGEMENT

(57) Abstract

The specification discloses a method of doing business over the public Internet, particularly, a method which enables access to legacy management tools used by a telecommunications enterprise in the management of the enterprise business to the enterprise customer, to enable the customer to more effectively manage the business conducted by the customer through the enterprise, this access being provided over the public Internet. This method of doing business is accomplished with one or more secure web servers which manage one or more secure client sessions over the Internet, each web server supporting secure communications with the client workstation; a web page backplane application capable of launching one or more management tool applications used by the enterprise. Each of the management tool applications provide a customer interface integrated within said web page which enables interactive Web/Internet based communications with the web servers; each web server supports communication of messages entered via the integrated customer interface to one or more remote enterprise management tool application servers which interact with the enterprise management tool applications to provide associated management capabilities to the customer.

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